ORG Desktop Support FY'01
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Client Computing Services
Electronics and Computing Technologies
September 27, 2000

ECT Client Computing Services will provide desktop support for personal computers within the ANL **ORG** Department for the period October 1, 2000 through September 30, 2001. In general, desktop support includes PC related operating system software installation and maintenance, application software installation and maintenance, network and hardware service and configuration, and user assistance.

I. Specific services that ECT Client Computing Services will perform under this agreement:

1. ECT will perform PC maintenance for ORG. ECT will provide primary and secondary points of contact to service this account. ECT reserves the right to change individuals as needed.
2. ECT will make service representatives available from 8:30 AM to 5:00 PM Monday through Friday, except holidays, on an as needed basis. Coverage for off-hours will be billed at ECT's prevailing rates, with the following exceptions. ECT may at times perform work off-hours at no additional charge

    *   to complete the work sooner
    *   to better fit their schedule
    *   to avoid extensive client downtime (for example, for work which affects several users)
    *   based upon agreement beforehand with the client

3. Once notified, ECT Client Computing Services will respond to your problems "as soon as possible", generally within 4 hours. Log all service calls at the ECT Help Desk by calling 2-6969.
4. Provide maintenance and configuration of Gateway PC's (or equivalent), Windows 9X, Windows NT and 2000, Novell 4.X, the Microsoft Office Suite, including MS Outlook, and related application software in accordance with ECT's maintenance policies and procedures.
5. Perform Windows operating system installations and upgrades.
6. Perform electronic mail client, MS Outlook, configuration and troubleshooting.
7. During this contract period, ECT Client Computing Services will perform routine security audits to assure computer protection. As part of these audits, the systems will be scanned using the ISS Scanning software, to detect computer security vulnerabilities. These vulnerabilities will be eradicated immediately. This work will be validated by scanning the systems again and eradicating any additional vulnerabilities.
8. ECT Client Computing Services will install DOE security messages before login and provide continuing support to keep systems current with DOE security requirements.
9. During this contract period, ECT will install, configure and use "standard" security tools on ORG systems.
10. During this contract period, ECT will perform timely and routine system security patch installations.
11. During this contract period, ECT Client Computing Services will implement a level of computer protection commensurate with the associated risk to the data. A client-approved risk assessment, for systems covered under this contract, will be developed during this contract period and added as an addendum to this contract. ECT will manage the development of computer protection documentation, risk assessment, and protection plans with the assistance of the ANL ORG Department.
12. ECT Client Computing Services will maintain anti-virus software to support ORG's desktop anti-virus needs.
13. Repair and upgrade existing hardware. ORG will pay for parts and/or software needed for these repairs and upgrades.
14. Install new computers and sanitize obsolete computers. ORG will pay for new computers and any needed parts and software.

15. Maintain networking ports for ORG's network and support ORG's network integration with the Lab-wide network.
16. ECT will provide and maintain a firewalled-routed network service for ORG.
17. Maintain an up-to-date inventory of computers to be administered and their locations with ORG's assistance.
18. ORG users are currently storing files on the ESHMAIN Novell server. ESH is performing full backups on a daily basis of all ESHMAIN user data (spreadsheet item#3 costs support this service). Data restores will be performed as required. Once ORG users are moved to the new ECT-201 File and Print Server, ECT will be responsible for daily backups of user data on this server.
19. ECT Client Computing Services will provide "limited" printer maintenance support.
    - ECT will address all software-based printing problems, paper jams, toner replacements and initial hardware troubleshooting.
    - Beyond this, ORG will need to call in Tom Saddler (ECT Printer Repair Specialist) on a T&M basis for any hardware replacements
    - ORG will pay for any printer expendables, parts, and replacements
20. At the end of each month, provide ORG a print out of the description of the problems from the trouble calls for each month.

II. Specific responsibilities that ORG will meet under this agreement:

1. Develop a prioritized list of tasks for ECT to perform. Tasks will be logged into and tracked with the ECT help desk/trouble ticket system.
2. Provide a list of personal computers to be administered and their locations.
3. Provide a list of ORG personnel who are authorized to request assistance (if applicable).
4. Identify ORG's unique procedures and conventions for managing their systems. This would include availability of test periods, user notification policy, file system structure, mechanisms for reporting hardware problems, etc.
5. Identify a primary contact within ORG.
6. Primary contact is responsible for informing ECT Client Computing Services of personnel changes which affect the number of desktops and may result in the need to perform user account housekeeping.
7. Provide ECT Client Computing Services $ per month for the period October 1, 2000 through September 30, 2001. This figure represents base support costs and any applicable fixed cost services (see attached spreadsheet).

III. ECT will provide the following optional/on-demand services, billed in addition at ECT prevailing rates, should they be selected:

1. Off-site tape storage. ECT will provide disaster vault storage for backup tapes as the published rate.
2. LAN physical plant upgrades. LAN enhancement design and major installation costs will be proposed and costed separately.
3. Support for home systems (systems without ANL CSI#s and/or not included in the contract inventory, see I.14 above) is normally excluded from the terms of this contract.
4. Because office moves are unpredictable, office moves are normally excluded from the terms of this contract.
5. Training: ECT will develop and offer customized training classes. Course materials will be provided at copying costs.

Note: Because the Laboratory and Information Technology environments are dynamic entities, ECT Client Computing Services reserves the right to alter the terms of this contract during the contract period, with client approval, to accommodate lab-wide policy changes, new DOE requirements, and new and improved business practices which are in the Laboratory's and user's best interests.